

Hold Queue

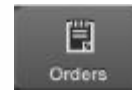
Tip Sheet

Overview

Hold queue allows you to enter acute inpatient orders, procedures and medications prior to a patient's registration or account creation. It can also be used once the patient receives an account number but the patient's procedure is taking place in at a later future date and time.

Common Uses

- It is typically used for scheduled surgeries and direct admits
- If the patient does not have an account created yet, once you select the orders button on the navigation bar, you will be prompted with a pop up screen to initiate the "Hold Queue" function.

A screenshot of a web application interface titled "Select Active Visit". It features a table with columns: LOA, Reg Date, Type, Loc, Dis Date, Account Num, Provider, and Reason For Visit. The table contains one row with data: 27/11/18, DIS IN, NBWCPED, 12/02/19, NI0000073/19, Carriere, Robin. To the right of the table are three buttons: "HOLD QUEUE", "BACK", and "APPLY". A red arrow points from the "Orders" button in the previous image to the "HOLD QUEUE" button.

If the patient has an active account, then you can initiate the Hold Queue routine from the current orders tab, selecting it from the drop down menu.

A screenshot of the "Orders" screen. At the top right is a "SUBMIT" button with a "0" next to it. Below it are four tabs: "CURRENT", "ENTER", "RECONCILE", and "TRANSFER". The "CURRENT" tab is selected, and a dropdown menu is open showing "Hold Queue" and "Historical". A red arrow points to the "Hold Queue" option. Below the tabs are fields for "Medications by" (set to "Generic Name"), "Edit Multiple", and "ORDERS BY" (with options for "CATEGORY", "PROVIDER", "DATE", and "STATUS").

To create an event and begin adding orders, select the "Add New Event" button. It opens a screen where information about the new event is required. Mandatory fields are highlighted in red and marked with an asterisk (*).

A screenshot of the "Orders" screen, similar to the previous one, but with the "HOLD QUEUE" tab selected. The "Add New Event" button in the "Summary" section is highlighted with a red box.

Enter the time frame for the future activation of the orders and press OK to save your entry.

Single orders, such as procedure, interventions, or order sets can be placed in this routine

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The screenshot shows the 'Hold Queue' interface. At the top, there is a navigation bar with icons for Return To, Home, Chart, Document, Orders, Discharge, and Sign. Below this is a teal header with 'Hold Queue' and a 'SUBMIT' button with a '0' count. The main area is divided into two sections: 'New Hold Queue Event' and 'Hold Queue Orders'. The 'New Hold Queue Event' section has fields for 'Event Reason (Required)', 'Facility (Required)', 'Entered Date' (16/03/2021), and 'Event Date (Required)'. A 'Time Frame' dropdown is open, showing options like Today, 1, 2, 3, 4, 5, 6, and Keypad. To the right, there is a list of order groups with a search bar and a list of options: Direct Admission, PACU Anesthesia Orders, Post-Op Anesthesia Inpatient Orders, Pre Admission Clinic (PAC), Pre-Op Orders (Day of Surgery), Suggested Order (Physician-to-Physician), Suggested Orders (Non-Provider Clinician), Collingwood General Hospital (CGH), Georgian Bay General Hospital (GBH), Headwaters Health Care Centre (HHC), and Royal Victoria Regional Health (RVH). Red arrows point to the 'Event Reason', 'Facility', and 'Time Frame' fields, and the 'Edit Order Groups' button.

On the search field, type the name of the order or order set and a list of available options matching the keyword are shown in the screen. Select the desired order/set.

The screenshot shows the 'Hold Queue' interface with the search field highlighted. The search field contains the text 'hip fracture pre op'. The 'Add New' button is also highlighted. The search results show 'Hip Fracture Pre Op Admit' with a 'Show Suggested' link.

Selected orders to have the start time defaulted as “Upon Activate”

The screenshot shows the 'Type and Screen' section. The 'Urgent' checkbox is unchecked, and the 'Routine' checkbox is checked. The 'Start Time' field is set to 'Upon Activate'.

Use the Submit button to view the order summary and make last minute changes to the orders. Once ready, press save to file the orders.

Order groups

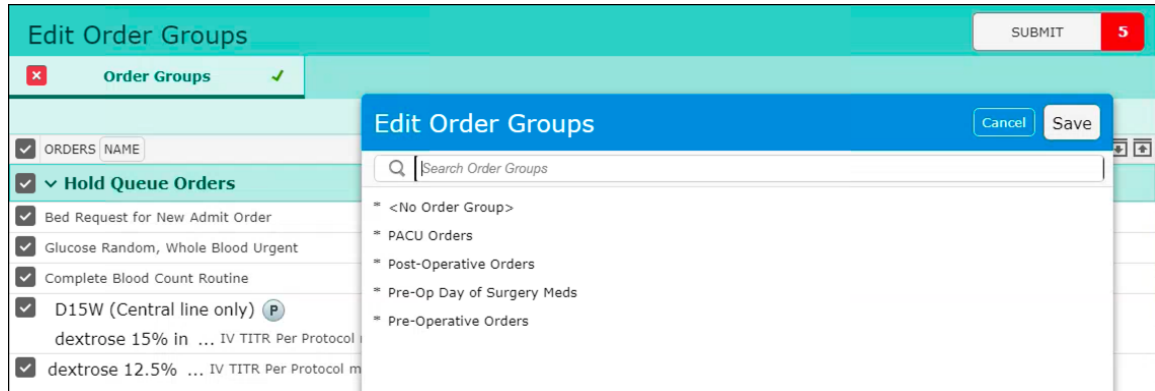
Orders placed under the Hold Queue function can be organized by groups. Use the Edit Order Groups button on the right side of the screen to open groups list. This is important as orders are activated by order group and dictates which user types are able to activate orders.

The screenshot shows the 'Hold Queue Orders' table. The table has columns for 'ORDERS | NAME', 'DATE', 'STATUS', and 'ORDER GROUP'. The 'Edit Order Groups' button is highlighted. The table contains the following data:

ORDERS NAME	DATE	STATUS	ORDER GROUP
Bed Request for New Admit Order	Upon Activate	New	
Glucose Random, Whole Blood Urgent	Upon Activate	New	
Complete Blood Count Routine	Upon Activate	New	
D15W (Central line only) (P)	Upon Activate	New	
dextrose 15% in ... IV TITR Per Protocol mls/hr			
dextrose 12.5% ... IV TITR Per Protocol mls/hr (P)	Upon Activate	New	

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Save your entry once completed using your esign PIN. Once an event has been created in the Acute Hold Queue on a patient, you are able to access these patients via the Hold Queue Patient List.

This list can be useful to locate patients with Acute Hold Queue orders prior to an account being created for the event.



Hold Queue 3	Mar 16 - Apr 14, 2021	Event Date	30D		
Singwi Test, Sanjeev	40 M	V000000744	PAT	16/03/2021	Singwi, Sanjeev
TEST, INPT JAMES	53 M	M000000404	PREOP	21/03/2021	Singwi, Sanjeev
PAPD, FIFTEEN PHYLLIS	67 F	M000000359	PREOP	27/03/2021	Singwi, Sanjeev

You can filter by event date or date that the event was created. In addition, the date bar that displays at the top of the screen can be used to move through past and future dates, using the left and right arrow buttons. This will progress forward and backward incrementally, based on what is selected for the time frame. If there are no patients with an Acute Hold Queue event entered on them for the designated time frame, then the screen will display the message "No Hold Queue Events".

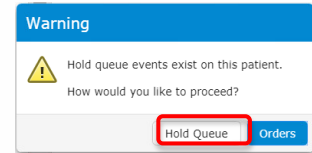
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If a patient has multiple events within the designated time frame, then each event will display as a separate row on this list.

Activating Hold Queue orders

The Acute Hold Queue routine is accessible via the Orders tab. Upon entering the chart you will be prompted with a pop up message that allows you to choose to proceed with opening the Hold Queue orders or go the patient's orders screen.



Select the Hold Queue button to initiate the activation of the orders by group.

Orders can be activated immediately or in a specific time and a future date for each group.

HOLD QUEUE	ENTER	RECONCILE	TRANSFER
Summary		Add New Event	
ORDERS	ORDERING PHYSICIAN	DATE	
> Pre-Op Orders (Day of Surgery)		27/03/2021	
> Direct Admission		13/04/2021	
> Hold Queue Orders	Activate	Future Activate	
Complete Blood Count Routine	Karasmanis, George, MD	Upon Activate	
Bed Request for New Admit Order	Karasmanis, George, MD	Upon Activate	
dextrose 12.5% ... IV TITR. Per Protocol mls/hr	Karasmanis, George, MD	Upon Activate	
D15W (Central line only)	Karasmanis, George, MD	Upon Activate	
dextrose 15% in ... IV TITR Per Protocol mls/hr	Karasmanis, George, MD	Upon Activate	
Glucose Random, Whole Blood Urgent	Karasmanis, George, MD	Upon Activate	

Upon activation, a red "Activated" warning appears next to the group that the orders belong. The remaining group orders are kept inactive until a future activation time.

HOLD QUEUE	ENTER	RECONCILE	TRANSFER
Summary		Add New Event	
ORDERS	ORDERING PHYSICIAN	DATE	
> Pre-Op Orders (Day of Surgery)		27/03/2021	
> Direct Admission		13/04/2021	
> Hold Queue Orders	* Activated *		
Complete Blood Count Routine	Karasmanis, George, MD	16/03/2021 17:02	
Bed Request for New Admit Order	Karasmanis, George, MD	16/03/2021 17:02	

Recently activated group orders are now shown as "Ordered" under the current orders tab. If there are no more group orders that needed to be activated under the Hold Queue routine, the activations is considered complete and the yellow flag disappears.